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## Verizon East- CLEC Hot Cuts

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### What is WPTS?

The Wholesale Provisioning Tracking System, (WPTS) is a web based organizational and notification tool. The system was created to assist the CLEC community and the Regional CLEC Coordination Center Personnel (RCCC) in the administrative functions associated with Hot Cuts. The system is designed to assist the CLEC and the RCCC to easily organize Hot Cut Orders

WPTS is designed to improve processes and efficiencies for both the CLEC and RCCC by eliminating manual work and unnecessary phone calls. These improvements are available only when a CLEC makes use of all WPTS features. Since the system identifies facility mismatches, IDLC and dial tone problems that could result in a missed Due Date and mechanizes the Go Ahead, Cut OK, Cut Failed and Confirm notification, it is vital that CLECs take full advantage of WPTS capabilities.

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## WPTS Web Description

### The WPTS Hot Cut Web System contains:

- A database of all hot cut orders
- A display of orders that involve integrated facilities
- A workflow system that coordinates work between the RCCC, Central Office Frame, and CLEC
- A reporting system for displaying statistics about hot cut orders
- A messaging system for direct communication between a CLEC and the RCCC
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### The WPTS Hot Cut Web System performs the following functions:


- Automatically retrieves Hot Cut orders from the Verizon Systems
- Automatically forwards the work to the CLEC and the RCCC
- With human interaction, sends order verify notification to the RCCC
- With human interaction, tracks the progress of the dial tone check, dial tone FIXED, CLEC go ahead, Central Office Frame Cut Completion, and
- CLEC Confirm notification





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### WPTS Hot Cut Web Site

The System uses terminal emulation to pull a list of Hot Cut Orders from Verizon systems. The program pulls a list of the orders that have the due date of plus 13 and minus 1 business day of the current day.

**The WPTS RCCC Hot Cut Web-based System is:**

A web site for displaying information/status of Hot Cut orders

- A browser based workflow system that coordinates work between the RCCC, Frame, and CLEC
- A messaging system for direct interactive communication between the RCCC, CLEC and Frame
- 


WPTS gives the CLECs the ability to verify orders to insure that what was requested is actually what Verizon is giving them. WPTS also tracks the progress of the Dial Tone Check and Dial Tone Fixed, CLEC Go Ahead, Central Office Frame Cut Completion and CLEC Acknowledgement Notification through Web-based Communication.

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### WPTS Hot Cut Process Enhancements (1/3)

#### Existing Process

- RCCC Technician calls the CLEC to review Individual Orders such as
- DD, FDT, number of lines and cable/pair/port assignment. RCCC Technician analyzes service order for discrepancies Contact CLEC.

- RCCC Technician calls to inform CLEC of IDLC Facilities and
- verifies AM or PM dispatch.

- RCCC Technician calls CLEC and identifies Verizon facilities, such as
- copper or universal.

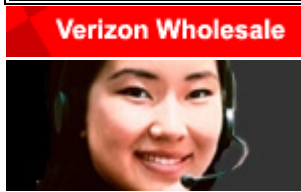
#### Enhanced Process

- WPTS gives the CLEC the ability to verify the accuracy of
- orders immediately, such as DD, FDT number of lines and cable/pair/port assignment.

- WPTS gives the CLEC the ability to view IDLC Orders by
- region by Clicking on IDLC ICON. The CLEC has the ability to notify the RCC of AM or PM dispatch.


- WPTS displays type of facilities on the Facility-list.
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### WPTS Hot Cut Process Enhancements (2/3)

#### Existing Process

- CLEC Manually combine orders by
- CLLI, DD/FDT, PONs, etc.

- RCCC Technician calls the CLEC with
- Dial Tone Errors.

- RCCC calls the CLEC to get Go Ahead or
- No Go at the FDT.

- RCCC calls the CLEC if the cut Fails.
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#### Enhanced Process

- WPTS gives the CLEC the ability to sort by CLLI, DD/FDT, PONs, etc.
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- WPTS gives the CLEC the ability to view Dial Tone problems and the ability to notify the RCCC when the problem has been fixed.
- 


- WPTS gives the CLEC the ability to give the RCCC the Go Ahead by clicking on the Go Ahead Hyperlink and No Go by Clicking on the No Go Hyperlink at the FDT.
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- WPTS will notify the CLEC if the Cut Fails.
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### WPTS Hot Cut Process Enhancements (3/3)

#### Existing Process

- RCCC calls the CLEC when the Hot Cut has been
- successfully completed.

- RCCC Technician is waiting for facilities to be assigned.
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- NMC, RCCC, CLEC and the Central Office Frame
- coordinate and review individual orders for Large Jobs.

#### Enhanced Process

- WPTS will notify the CLEC when the Hot Cut has been successfully
- completed and allows the CLEC to Acknowledge the Hot Cut.

- WPTS will give the CLEC the ability to view orders that are pending
- assignment by clicking on the Pending List.

- Large Jobs - WPTS groups Large Jobs for project management by
- the RCCC, Frame and CLEC.

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